

## **UNEMPLOYMENT INSURANCE (UI) BOARD MEETING**

**Date:** January 3, 2007

**Time:** 10:04 A.M.

**Location:** Eastside WorkOne Office  
2525 N. Shadeland Ave., C-3  
Indianapolis, IN 46219-1770

**PRESENT:** Bob Dickerson, President; Brent Schoolcraft, Vice-President; Barry Baer (via phone), Mo Davison, Tom Hargrove (via phone), Samuel Schlosser, Sean Seyferth, and Dave Thomas—Members. Also in attendance were: Andrew Penca, Commissioner; Scott Sanders, Chief Financial Officer; Teresa Voors, Chief Legal Counsel; and William Miller, Director, Career Services.

- Called to order by Bob Dickerson
- Quorum was present
- No guests were present

### **COMMISSIONER'S REPORT:**

- Mr. Penca thanked the Board for their willingness to come to a local office and look more closely at its operation. In addition, Mr. Penca gave a brief update on some items that he felt were relevant to this Board, including touching on:
  - The debit card program—which overall has been going rather smoothly. Mr. Penca added that we are still rolling out the program, but hope to be fully implemented by the end of January. Mr. Penca also noted that several other states have contacted us to discuss our program and how they might implement such a program in their own state;
  - The next “roll out” on the UI Modernization program will be the customer interface, which should begin a phase in process within the next couple of weeks. The hope is that the agency can get fairly high numbers in utilization of this on-line system, which should cut usage time—currently 25-30 minutes to less than half that time (10 minutes) to file a claim. But, Mr. Penca noted, clients will still be able to come in to the local office where the agency will keep a presence to assist them. Mr. Schlosser asked how the public will be made aware of the new system/process. Ms. Voors replied that the WorkOnes will be marketing it (i.e., pamphlets, word-of-mouth) as well as marketing on the agency's website and providing pamphlets to companies known to be making lay-offs. Mr. Miller added that the agency's Labor Exchange system will have a link to the new system as well; and,
  - Mr. Penca continued by noting that the agency's vision/mission/goals/ etcetera will continue to revolve around making Indiana a global leader in the continuing development of having a highly skilled workforce. It's no longer good enough to be the “best in the Midwest” or the “best in the nation”, Mr. Penca stated, but rather we need to focus on being our best in a global economy. On a reasonable/local level the agency is looking to “raise everyone up one skill level”—as this indirectly helps our businesses

to remain more competitive, as well as helping Indiana's economy improve. Some specific goals along that line, Mr. Penca stated are to focus on educational attainment—

- In particular 2-year degrees (Indiana currently ranks 37<sup>th</sup> in the country, but we would like to see ourselves in the top 20 by 2012); and,
- Attainment of 4-year degrees (Indiana is currently ranked 44<sup>th</sup> or 45<sup>th</sup> and we would like to see that ranking in the top 30 by 2012).

The agency's role in this will be to do a better job in brokering and investing in the opportunities and also get people to access those windows to boost their own skill levels, Mr. Penca stated. The agency also wants to reduce the burden on employers from a taxation perspective—by boosting the state's competitive edge and thus the state's economy. This would boost the solvency of the Trust Fund, which should allow the agency to go to a lower rate schedule.

In closing, Mr. Penca noted he planned to try and attend more of these meetings through the year and looked forward to working with this Board and keeping them abreast of changes that were relevant to them and their constituents.

#### **OLD BUSINESS:**

- The minutes of the December 6, 2006 meeting were unanimously adopted on a motion by Mr. Schlosser with a second by Mr. Davison; all members present signed the official Minute Book.

#### **NEW BUSINESS:**

- Ms. Voors noted that Mr. McCoskey had been unable to attend the day's meeting. As such he is to present the first item on the agenda under *New Business (Employment Growth Goals for 2007)* at the February meeting.
- As a point of introduction Ms. Voors stated that Mr. Miller manages the agency's local office system, which is why he was asked to give the day's presentation. In addition, Ms. Voors noted that while most local office operations did not fall under the Board's purview, the agency felt the Board might be interested in some of the objectives of the local office system and what they do. Referring to his handout Mr. Miller gave a brief overview of the Workforce Development system touching on—
  - What Workforce Development was;
  - What services are provided in the WorkOne offices;
  - A brief description of what that area had been doing for the past eighteen (18) months;
  - The previous structure based on federal guidelines;
  - The current structure based on state guidelines;
  - The advantages of the new structure (Economic Growth Regions (EGR) versus the old structure (Workforce Service Areas (WSA)); and,

- The agency's vision for the program over the next eighteen (18) months.

Mr. Davison asked if someone could provide him some type of detailed documentation on the services (i.e., Veterans Services, Older Workers) available at the WorkOnes that he could share with his constituency. Ms. Voors replied that she should be able to get some pamphlets from the WorkOne manager after the meeting. On behalf of the Board, Mr. Dickerson expressed his thanks to Mr. Miller for a very informative presentation.

- Ms. Voors noted that the agency would try and have the preliminary draft of the Board's *2005-2006 Annual Report* ready for comments by their February or March meeting. In addition, Ms. Voors invited the Board to let her or Mr. McCoskey know directly if they had any ideals about content or layout, or to let Ms. Feltner know—and she would pass the information on to them. The agency hopes to have a final draft ready for the Board's approval in a more timely manner this year, Ms. Voors noted, hopefully by late March or early April.

**PRIVILEGE OF THE FLOOR:** Mr. Schoolcraft asked to clarify when the debit card program would be fully implemented and the agency would be out of the “check business”. Mr. Penca replied that he believed it would be fully implemented by late January, early February. Ms. Voors added that at any given time there are some 40,000 claimants receiving benefits and currently they are being rolled into the debit card system at somewhere between 5,000 and 8,000 a week (based on what day of the week they file). Mr. Dickerson asked what the average was for people collecting benefits. Mr. Penca replied that on an ongoing monthly average he would say that number would be between 45,000 and 50,000—with an annual number being around 250,000.

Mr. Schoolcraft then noted he would like to suggest a topic for discussion at the February meeting. Based on the issues regarding the adjudication process—in particular the timeframe issue—that have occurred over the past eighteen months or so, Mr. Schoolcraft noted that he would like an update on whether or not the agency was meeting federal guideline standards and if the adjudication process was improving any. Ms. Voors agreed to add that to the February agenda. In addition, Ms. Voors continued one of her goals for this year was to update the Board on different areas (i.e., timeliness standards, collection efforts) on a schedule of every three months—and in that vein if there were other areas (i.e., the UIM project) the Board would like to see some type of a report on she asked that they let her know.

Mr. Dickerson noted that he felt the visits to the WorkOne offices by the Board was a good thing and suggested that in a few months the Board might consider holding another meeting at a WorkOne office, to which the other members of the Board concurred.

**ADJOURNMENT:** Meeting was adjourned at 11:12 a.m. at which time those present were invited to take a tour of the Eastside WorkOne facilities.

**REVIEW OF MEETINGS:** Next meeting is February 7, 2007, at 10:00 a.m., at IDWD's Administrative Office.